

## *Be Well Rewards*

Earn a \$100 reward card after completing your Annual Wellness Visit.

An Annual Wellness Visit is a **no-cost** yearly visit with your Primary Care Provider (PCP). This visit is paid for by your MVP health plan. During an Annual Wellness Visit, your PCP will review your medical, behavioral, and emotional health. They will also review your:

- Height, weight, and blood pressure measurements
- Body mass index (BMI)
- Current (and past) medications
- Risk of falling (or past falls)
- Risk for dementia or depression
- Preventive screenings
- Vaccines

By the end of your visit, you and your PCP will have created (or updated) your personalized prevention plan. This plan lets you know which screenings and tests you may need in the next 12 months. Talk with your PCP or your MVP Care Team about scheduling your **Annual Wellness Visit**.

To learn more about *Be Well Rewards*, including how to redeem your \$100 reward card, sign in to *Gia*<sup>®</sup> at **my.mvphealthcare.com**, select *Well-Being*, and then *Be Well Rewards*. Your MVP Care Team can also help get you started. If you do not have internet access, please call Healthyroads at **1-877-748-2746** (TTY 711), Monday–Friday, 8 am–9 pm Eastern Time and one of their customer service representatives can help you redeem your reward card.



## Contact MVP

MVP Member Services/  
Customer Care Center

**1-866-954-1872**

TTY 711

April 1–September 30,  
Monday–Friday, 8 am–8 pm

October 1–March 31,  
seven days a week, 8 am–8 pm

**careteam@  
mvphealthcare.com**

## We Welcome Your Comments

Attn: Member Communications  
MVP Health Care  
625 State St  
Schenectady NY 12305-2111

**memberservices@  
mvphealthcare.com**

Material presented in this newsletter is not intended to replace medical advice, which should be obtained from a qualified physician.

Para leer este boletín informativo en español, visite **mvphealthcare.com/newsletters**. Verá los boletines informativos en español.

MVP Health Plan, Inc. is an HMO-POS/PPO/HMO D-SNP organization with a Medicare contract and a contract with the New York State Medicaid program. Enrollment in MVP Health Plan depends on contract renewal.

MVP Health Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including sexual orientation and gender identity).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-844-946-8010** (TTY 711).

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 **1-844-946-8010** (TTY 711)。

If any information in this Living Well Newsletter conflicts with provisions of your Evidence of Coverage (your Contract), the provisions of your Contract take precedence over Living Well articles and information.



Follow MVP Health Care to stay up to date on our health and well-being programs, community events, and news about how MVP is working to create the healthiest communities.

# All You Need to Know About Billing and Your Health Plan

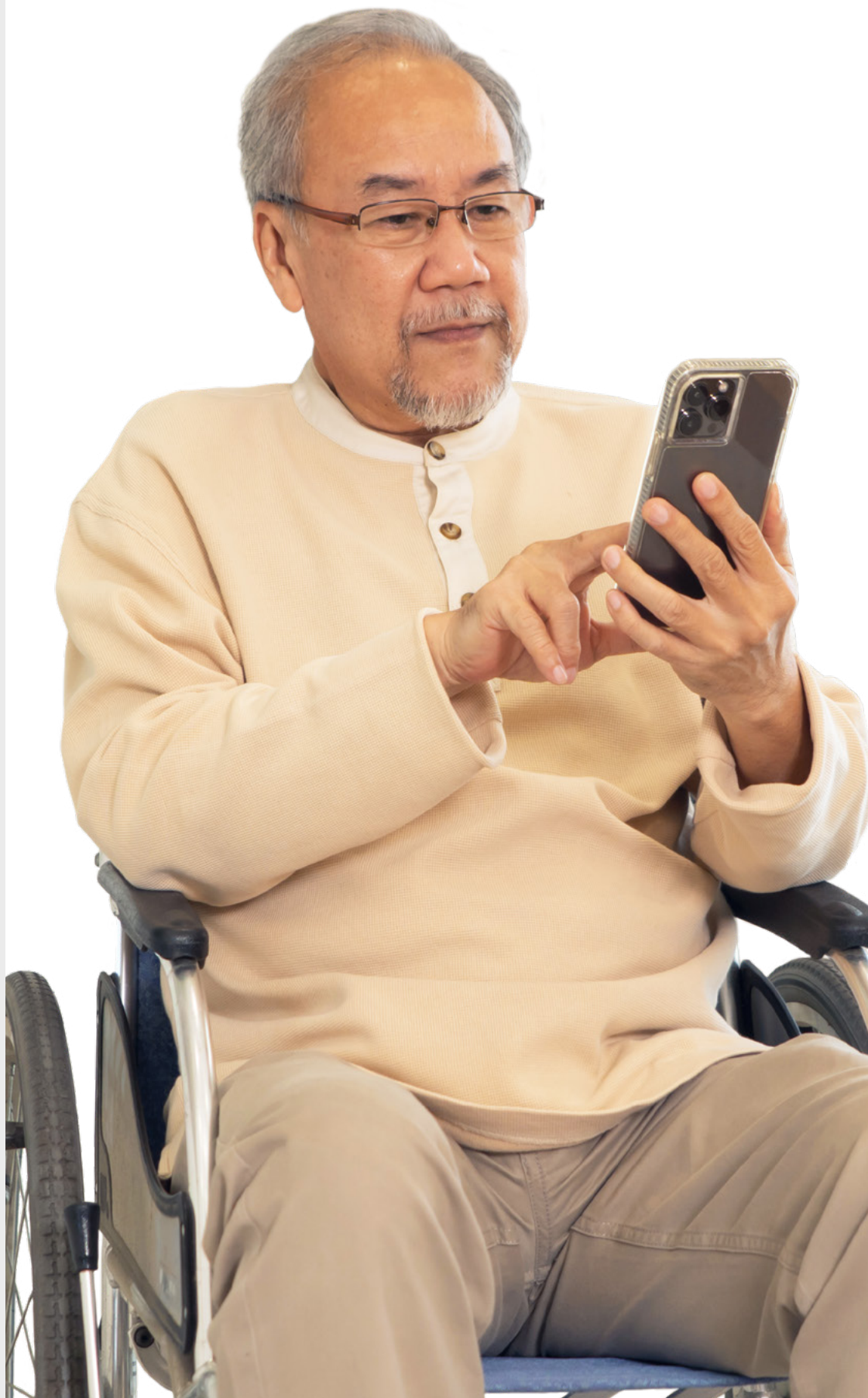
Your MVP DualAccess plan makes it easier for you to have coverage under both Medicaid and Medicare.

### You pay \$0 for:

- Doctor and specialist visits
- Mental health services
- Virtual care
- Part D prescription drugs

You might get a bill if you see a doctor who is not part of the MVP network. If you spend more than your allowance on eyewear, hearing aids, groceries, or over-the-counter items, you might also get a bill. Your doctor should let you know in advance if a service is not covered by your plan.

**If you receive a bill you were not expecting, reach out to a member of your Care Team right away, before you pay the bill, so that we can help.** We can explain why the doctor sent the bill and work directly with them if you were billed incorrectly. You and your health matter to us!



# Get the Most Out of Your Grocery and OTC Benefits

Your Benefits Mastercard® Prepaid Card includes allowances that you can spend on healthy foods and Over-the-Counter (OTC) health-related items. Use the card at stores that participate\* with your benefit, or online at **MVP.NationsBenefits.com**.

If you are new to the DualAccess plan, your Mastercard® Prepaid Card came in the mail from our partner NationsBenefits. If you had this benefit last year, the card you used last year will still work. If you ever need a new card, NationsBenefits can assist you. Your care team can help with any issues that arise and can help you connect with a NationsBenefits Member Experience Advisor.

The card can be used for OTC or grocery purchases at stores that participate with your benefit. You can also visit **MVP.NationsBenefits.com** or use the Benefits Pro App from NationsBenefits to order online and have purchases delivered to your home.



## Below are more tips for using your benefit:

Use your Over-the-Counter benefit for items like:

- Band-Aids®
- Vitamins
- Aspirin or pain relievers
- Allergy and cold medicine
- Incontinence products

Use your grocery benefit for items like:

- Fresh fruits and vegetables
- Bread and Cereal
- Milk, Cheese, butter, and yogurt
- Eggs
- Nuts and seeds
- Meat, fish, and poultry

You cannot use your grocery benefit to buy things like soda, alcohol, chips, cookies, or ice cream. And you may need to pay a tax on some items, just as you would normally when you go shopping.

## Don't Forget It!

- **Use your grocery benefit every month** so you do not lose any of it. Your benefit is renewed on the first day of the month
- **Use your OTC benefit every quarter.** Your card will be reloaded on the first day of January, April, July, and October
- Any money you do not spend before the card is reset will be lost

\* Participating retail locations include CVS Pharmacy, Rite Aid, Walgreens, Walmart, and more. Visit **MVP.NationsBenefits.com** for a list of all participating retail locations.

The Benefits Mastercard® Prepaid Card is issued by The Bancorp Bank N.A., Member FDIC, pursuant to license by Mastercard International Incorporated and card can be used for eligible expenses wherever Mastercard is accepted. Mastercard and the circles design is a trademark of Mastercard International Incorporated. Valid only in the U.S. No cash access. This is not a gift card or gift certificate. You have received this card as a gratuity without the payment of any monetary value or consideration.

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# Participate in the DualAccess Member Advisory Council!

The MVP Member Advisory Council gives you a chance to tell us what you think of our services and how we can do better! Volunteers for this council are asked to participate in at least one meeting every year in the Spring. The first meeting will be held on **June 6 11:30 am–1:30 pm**, at the United Way in White Plains, NY. In addition, **you will receive a \$15 gift card and MVP giveaways for attending.** Lunch will be provided, and volunteers will be reimbursed for any transportation costs.

If you would like to learn more, please email us at **GPAdvisory\_product@mvphealthcare.com**, or call **1-866-954-1872** (TTY 711) Monday–Friday, 8:30 am–5 pm Eastern Time.



# A Message from MVP President & CEO

At MVP, we are committed to helping the communities we serve. We value your feedback more than anything. You are at the very heart of everything we do, and your valuable input plays an important role in shaping how we serve you. If you get a survey, please take a moment to share your feedback and insights with us. Your participation in our surveys helps us grow as an organization, because together, we can co-create an even better MVP experience.

Thank you once again for choosing MVP.

Be well,



Chris Del Vecchio  
President & Chief Executive Officer  
MVP Health Care



## MVP is Here to Support You on Your Mental Health Journey

MVP is offering free, virtual programs throughout the month of May to support Mental Health Awareness Month. These classes can teach you how to eat mindfully, manage stress and anxiety, and to sleep better.

### 20-Minute Guided Meditation Breaks

**Mondays, May 6–20**

**10–10:20 am**

### The Power of Journaling

**Wednesday, May 15**

**12–1 pm**

### Healthy Sleep Habits

**Wednesday, May 15**

**4:30–5:15 pm**

To see all our class offerings, or to sign up, visit [mvphealthcare.com/calendar](https://mvphealthcare.com/calendar). You can also connect with your MVP Care Team to help you sign up for any classes. Our programs are open to all community members, so invite a friend to watch and listen!

## Living Well

625 State Street  
Schenectady, NY 12305-2111  
[mvphealthcare.com](https://mvphealthcare.com)

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MVP Health Care



Health and Wellness or Prevention Information

## Your Care Team is Here to Help You Meet Your Health Goals!

Because you are our Most Valuable Person, we're committed to helping you get the right care all year long. You will receive a Health Risk Assessment (HRA) from MVP in the mail. Your MVP Care Team will help you complete your HRA. The HRA helps you and your Care Team understand your current health status and any health risks you may have. It will also help your Care Team create an individualized care plan to help you meet your health goals. Please complete your HRA today!

